



www.ims-tpa.com

Access to Online Participant Portal

Accessing the system is a two-part process: Registration and Secure Authentication.

Participants who already have a username and password will skip the registration process. Instead, they will enter their current participant portal user name and password and complete the Secure Authentication Setup process (see page two).

Registration Process

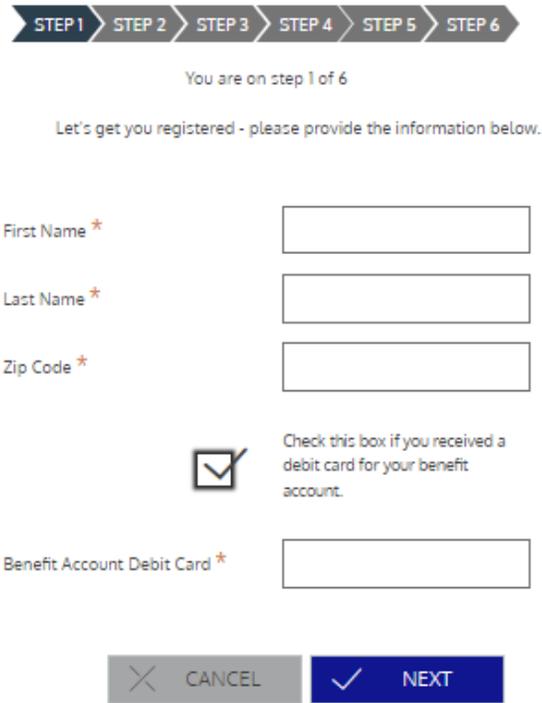
New users or users who do not have a current username and password must register and then complete the Secure Authentication Setup process.



<p>Member Login / Register</p> <p>Login to check your balance and view your transactions.</p> <p>Login</p>	<p>Member Resource Library</p> <p>View Educational Content, Forms & Documents.</p> <p>Click Here</p>
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- Access www.ims-tpa.com
- Click 'Members'
- Click 'Consumer Accounts'
- Click 'Login'
- A new webpage will open.
- Click the 'Register' button in the top left corner of the page

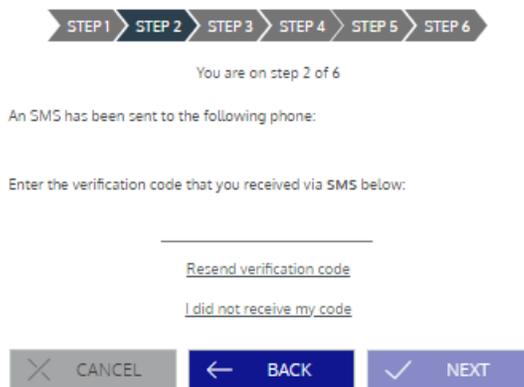
Step 1: A Registration Page will display with all required values. The user must populate all the required fields. Enter in your IMS card number (if available). If you do not have a card you must enter in your Employer ID which is a unique ID assigned to your employer. Contact your HR or IMS at 919-877-9933 ext 5052 if you do not know this ID. You may also be asked to enter in your Employee ID which is your SSN.



A registration progress bar at the top shows six steps, with 'STEP 1' highlighted in a dark grey arrow. Below the bar, the text reads 'You are on step 1 of 6' and 'Let's get you registered - please provide the information below.' The form contains several input fields: 'First Name *', 'Last Name *', and 'Zip Code *', each with a corresponding empty text box. Below these is a checked checkbox with the text 'Check this box if you received a debit card for your benefit account.' and a 'Benefit Account Debit Card *' field with an empty text box. At the bottom are two buttons: a grey 'CANCEL' button with a close icon and a blue 'NEXT' button with a checkmark icon.

Step 2: You must receive a verification code. If the system does not have an email address or phone number for you or cannot locate your account, please contact IMS at 919-877-9933 ext 5052 and we can assist you in setting up your online account.

Enter in the code sent to you:



A registration progress bar at the top shows six steps, with 'STEP 2' highlighted in a dark grey arrow. Below the bar, the text reads 'You are on step 2 of 6' and 'An SMS has been sent to the following phone:'. Below this is the instruction 'Enter the verification code that you received via SMS below:' followed by a horizontal line for text entry. Under the line are two links: 'Resend verification code' and 'I did not receive my code'. At the bottom are three buttons: a grey 'CANCEL' button with a close icon, a blue 'BACK' button with a left arrow, and a light blue 'NEXT' button with a checkmark icon.

Step 3: Set up your account

STEP 1 STEP 2 **STEP 3** STEP 4 STEP 5 STEP 6

You are on step 3 of 6

Create a user name, email and password for your account.

User Name *

Email *

Password* ?

Password Strength

Confirm Password *

Step 4: Complete the Security Questions

STEP 1 STEP 2 STEP 3 **STEP 4** STEP 5 STEP 6

You are on step 4 of 6

Select Question 1 *
What was your boss's first name at your first job?

Question 1 Response *
Type your answer here

Select Question 2 *
What was the name of your first pet?

Question 2 Response *
Type your answer here

Select Question 3 *
In what time of day was your oldest child born? (rou...

Question 3 Response *
Type your answer here

Select Question 4 *
What is the first name of your grandmother (your fat...

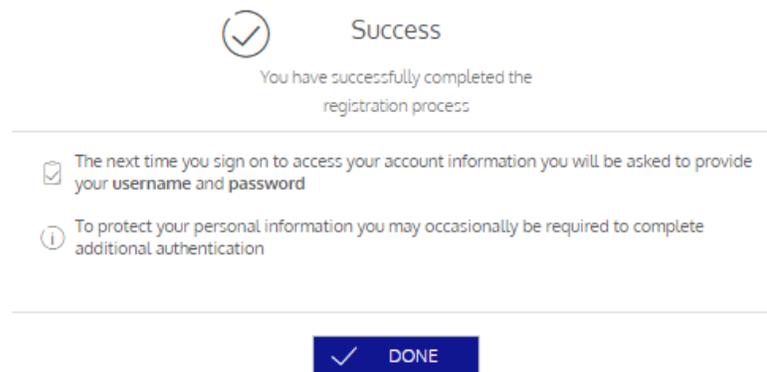
Question 4 Response *
Type your answer here

i Please use the select boxes labelled select question 1, select question 2, select question 3, and select question 4 to choose questions which are relevant to you and then enter answers to those questions.

Step 5: Confirm your name and Add you email.

Step 6: Confirm all information is accurate and click 'Submit'

Setup is now complete.



Forgotten Passwords

To reset a password, a user must:

- Enter his/her user ID in the login box
- Answer the security questions (if applicable)
- Click the "Forgot your password?" link
- Enter a New Password - The password must meet the password criteria
- Confirm Password

User Lock Out

A user will become locked out by: three successive failed attempts to answer challenge questions or three successive failed attempts to enter a correct password. If a participant failed to answer security questions, Interactive Medical Systems must unlock the account. The user should contact IMS. IMS will assign a temporary password.

The participant will then enter the current username and be asked to enter the temporary password. Once the temporary password is entered correctly, the user will setup a new picture, passphrase, security questions/answers and will have the opportunity to enter a new password.